

Information for patients and carers

**Community Healthcare Hub
Short Term Step-down Facility**

Finney House, Preston

A decorative graphic at the bottom of the page consisting of three overlapping, wavy bands of blue. The top band is a light blue, the middle is a medium blue, and the bottom is a dark blue.

Welcome to the Community Healthcare Hub at Finney House Preston.



What is the Community Healthcare Hub (CHH)?

Patients who have been in hospital for “acute care” following an emergency are often not quite ready to return home. The Community Healthcare Hub (CHH) is a short stay “step-down” facility within the Lancashire Teaching Hospitals NHS Trust. It helps to free up ward beds within the hospital by accommodating patients during their recuperation.

The hub is an in-reach GP run centre for patients who have been formally discharged from hospital and are no longer under consultant care. All staff at the community care hub work for the NHS.

- The hub has 32 single bedded rooms on each of three floors
- The step-down 'Buttercup Unit' is on the ground floor
- The first floor 'Meadow Unit' is primarily a rehab facility although both floors will have access to the physiotherapist and occupational therapist should the patient require it
- The second floor 'Orchard Unit' houses longer term residents



Health and social care staff are based on the site and work together in partnership. The short term stay patients have access to allied healthcare professionals according to their personal needs. This includes physiotherapists, occupational therapists, speech & language therapists & dieticians, LCC (Social service) colleagues and members of the integrated discharge service who will help with further discharge plans.

Patients being admitted to the community healthcare hub will have been assessed and deemed suitable by the hospital's clinical discharge team.

Patients who transfer to the community healthcare hub will be discharged from the acute hospital site with a discharge letter and a 28-day supply of medication.



What to expect at the CHH

The community healthcare hub is a bright, spacious unit with several dedicated communal areas for patients to relax and socialise with other patients should they wish to do so. There is a lounge area for patients to relax and watch television or listen to music. Hot food is prepared and delivered daily by the Royal Preston Hospital catering service and their full menu is available to patients.

The patient rooms are single occupancy with ensuite facilities in each room. There are also baths available on the unit should this be the patient's preference. There is a television in each room and plenty of storage space for personal belongings along with call bells for assistance. Adaptations for washing facilities are also available should the patient require them.

The site includes a beautiful outside garden space with facilities for seating, which are perfect in the summer. Patients and relatives are also welcome to use this area for a relaxing visit with their loved ones.

- **Visiting times are between 12pm and 8pm.**

There is a dedicated car park for visitors which is free to use, and an agreement with Sainsbury's superstore, next door, to park on their car

park should the CHH car park be full at any time. The nearest bus stops are located outside the front of the building.

Why a stay at the CHH is important

Going home immediately from hospital is not always feasible. Patients who are admitted to the CHH are in need of ongoing support. This could mean that the patients may require a one or two-night stay or a much longer stay depending on the decision of a social worker or their therapy assessment, an expected length of stay should be no longer than 28 days. The CHH is designated for patients who no longer require acute care, but they do remain under the care of senior nurses and a dedicated GP.

This facility also means that patients who require emergency care at the hospital can be admitted to the ward areas due to availability of beds.

What can you expect during a stay at the CHH?

1. A named person to facilitate discharge planning.

All patients will be given the name of a staff member on the unit who will answer their questions and support them throughout their stay at the community healthcare hub. This staff member will be either a discharge facilitator/discharge assessment nurse or a social care support officer/social worker.

2. A right to high quality information and support

If patients are discharged to the community care hub, the NHS and local authority will do all they can to help support them in their decision making and keep them informed. This means:

The patient and with their consent, family and carers will be involved in all decisions about ongoing care and treatment and given clear information. Whilst NHS care is free, certain types of social care are not. A dedicated social care worker or discharge facilitator can discuss what this might mean.

Discharge planning arrangements

At the community healthcare hub there are discharge specialists who work closely with the nursing teams and the therapy teams.

Once an assessment has been completed, patients and families will be advised regarding discharge destinations depending on their ongoing needs. This could mean going home with a 'Home First' assessment with or without a package of care or continuing onto a 24-hour care setting. These decisions will be made by the therapy teams and social care colleagues. Patients and families will be kept up to date on the discharge planning by the discharge facilitator or social work colleagues at Lancashire County Council.

Feedback

We hope you will be happy with the way we care for you during your stay. If you have any concerns with the information, support and options you have been given and want to discuss these during your stay, our ward staff will be able to advise you what to do. We would always encourage you to let us know so that we can try to resolve any queries or difficulties for you before you leave hospital. We value your opinion and want to hear your views. You will be invited to complete the 'Friends and Family Test' when you are ready to be discharged. Completing this test will help us to learn from your experience.

Contact details

Should you require further advice or information please contact:

Community Healthcare Hub:

Main reception - **01772 528006**

Buttercup unit - **01772 528010**

Meadow unit - **01772 528009**

Orchard unit - **01772 528001** (Residential Floor)

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

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All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

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